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## SERVICE HOTLINE

**REFERENCE NUMBER:** 215/2019

3 October 2019

### **DELAY OF THE EQUITY DERIVATIVES AND CURRENCY DERIVATIVES NLMD PRODUCTS DISSEMINATED 2 OCTOBER 2019**

The JSE encountered a technical problem with the production routines on the evening of Wednesday, 2 October 2019. This problem resulted in the production and dissemination of the Equity Derivatives (ED.Zip) and Currency Derivatives (CD.Zip) data files being delayed.

The problem was due to a statistics calculation dependent process that unfortunately held up the production of the data files.

Further root cause of this specific problem is currently being assessed and measures will be put in place to try and prevent recurrence of this specific problem.

JSE apologises for the impact to your operations as well as the inconvenience to your data users.

#### **Market / Service:**

Equity Derivatives Market Data Products

Currency Derivatives Market Data Products

#### **Environment(s):**

Production

#### **Additional Information:**

If you have any queries about this announcement, please contact the Client Services Centre (CSC) on +27 11 520 7777 or e-mail [customersupport@jse.co.za](mailto:customersupport@jse.co.za)

#### **Issued By:**

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